



Fortune 500 embraces Teladoc Health's whole-person care

David Sides, Chief Operating Officer, Teladoc Health

In our earnings announcement last week, Teladoc Health shared that that we are seeing strong momentum across our business. With revenues increasing more than 150 percent year-on-year and member visits up 56 percent, our business today extends far beyond the “do everything from home” reality of the pandemic.

A key part of that growth is the continuing expansion of our strong relationships across employers, including a significant portion of the Fortune 500, where it is exciting to see consumers and clients alike continuing to choose us for more of their health care needs. It has been clear to us for some time that companies and their employees increasingly want to manage their entire health journey in a single experience – and the recent spate of entries has made it acutely clear that a collection of one-off point solutions is an unsustainable strategy going forward.

This sometimes means an employer turns to us for all of our services – what we call whole person care. Other times they may turn to us for select services like expert medical opinion or chronic care, which we integrate seamlessly for the employee with virtual care services they may already have through their health plan. Either way, this is what Teladoc Health is making real: a single consumer experience integrating primary, acute, chronic and specialty (including mental health) care in one “front door to care.” No one else in the industry can do this at scale around the world.

More than two-thirds of our client deals in 2020 leveraged multiple services with us and this strong trend has continued in 2021 – including a recently-signed major Blues plan in the Southeast U.S. Already this year, as we integrate Teladoc Health and Livongo, we have given our physicians the ability to refer Teladoc members to Livongo chronic care services, and we are just getting

started. Our approach to whole-person health is working for consumers, with our net promoter scores increasing as members come to us for more services.

Today, we are now privileged to serve more than half of the Fortune 500. This includes names like AT&T, Boeing, Microsoft and Target, to name a few. They are taking advantage of the best-in-class services we are bringing together in a unified consumer experience and rewarding us with a higher than 90 percent retention rate.

Employers want a comprehensive virtual care strategy that meets the full range of their employees' health needs. They choose Teladoc Health because we can offer or configure the complete whole-person care package, with the expertise and global scale to grow with them.